



STRESS MANAGEMENT *DIVISION*

FC No.: 223

Date: 11-13-02

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I. Policy

The primary mission of the Stress Management *Division (SMD)* is to promote the emotional, mental, and physical well being of Montgomery County Department of Police employees and their family members through counseling, training, and consultation services. Psychologists employed by **SMD** are licensed in the state of Maryland. (CALEA 35.1.15.f)

II. Stress Intervention Program

- A. The Stress Intervention Program provides confidential mental health support with personal and work-related problems to department employees and their immediate families. Participation in the program is voluntary and will not jeopardize the employee's job security, promotional opportunity, and/or reputation. All records and discussions will be treated in a confidential manner in accordance with the FOP Contract, Article 58, and with standards established by both the Maryland Department of Health and Mental Hygiene and the American Psychological Association.
- B. A range of services is provided free of charge.
 - 1. Clients may address a variety of concerns in counseling/psychotherapy, such as grief reactions, stress on the job, marital difficulties, family issues, depression and/or anxiety. **SMD** can offer individual, couple, family, and/or group counseling.
 - 2. The psychologist will provide an **initial consultation** to determine the client's needs and then make a treatment recommendation. Arrangements for an initial consultation can be made by calling **SMD** at 301-840-2706. The **SMD** psychologist will determine if **SMD** has the resources to provide **the treatment** required or whether referral to an outside specialist is necessary.
 - 3. **When a psychologist determines that a referral to an outside resource is best, every effort will be made to recommend specialists who best match**

the client's needs, including ability to pay and insurance coverage. The **SMD** psychologist may also provide case management after the referral is made.

III. Traumatic Incident Program

- A. The Traumatic Incident Program provides support, information, and opportunity for discussion of personal or family issues following a **traumatic incident**. **In certain situations**, participation in the Traumatic Incident Program is mandatory and **referrals will be automatic. Communications are confidential, following the same standards as described for the Stress Intervention Program (refer to section II.A.)**
- B. **Automatic Referrals**
 - 1. Automatic referrals are made when:
 - a. The actions of an employee, whether accidental or deliberate, result in the death or serious injury of a person. (CALEA 1.3.8)
 - b. Employees are present at the death or serious injury of a department employee. This includes ECC personnel directly responsible for radio or phone service during the incident. (CALEA 55.2.6)
 - c. Negotiating team members directly responsible for management of negotiations are involved in an incident terminating in serious injury or death. (CALEA 1.3.8)
 - 2. An order to appear for an interview with an **SMD** psychologist will be included in communications notifying the affected individual of administrative leave following the incident. **Participation in the Traumatic Incident Program is mandatory in this category.** The individual is expected to telephone for an appointment within 48 hours and to appear for the interview before returning to active duty.
- C. **Self Referral**
 - 1. In some instances, the employee, supervisor, or employee's family member may consider an event traumatic, even though it does not fall under the category of an automatic referral (refer to section III.B.)
 - 2. Upon request of the employee or supervisor, the employee will be offered the services of the Traumatic Incident Program.
 - 3. The use of administrative leave for participation in the Traumatic Incident Program must be authorized through the supervisor/unit commander.
 - 4. Services for family members are also available.

D. Documentation
When attendance involves the use of administrative leave, documentation indicating attendance is given to the employee to provide to the employee's supervisor. That documentation is the only record of the Traumatic Incident *meeting*. A copy of the document will be kept in the employee's station/unit file for payroll record keeping purposes. If a *client* chooses to receive further counseling, records of subsequent sessions will be maintained in accordance with *SMD* procedures.

E. Group/Roll Call Meetings
Supervisors of groups immediately affected by a traumatic incident, such as the loss of a fellow employee, may request a roll call discussion or a group meeting to be conducted by *SMD psychologists and Peer Support Team members*. *Meetings may be held at work locations or SMD.*

IV. *Peer Support Team*

The SMD is responsible for the direction and supervision of the Peer Support Team. (Refer to FC 222, "Peer Support Team," and FOP Contract, Article 58, Section C.)

V. *Diversion Program* (CALEA 26.1.4.c)

A. The Diversion Program allows employees, under certain circumstances, an alternative to the disciplinary process. The program substitutes an educational intervention that is expected to correct work problems and restore the employee to effective work functioning. A complete description of all policies and procedures regarding this program may be found in the *SMD "Policies and Procedures Manual."*

B. Participation
Only the Chief of Police may refer an individual to the Diversion Program; supervisors may recommend consideration of an individual for referral by the Chief. If the individual accepts the referral, the *SMD* psychologist will perform an assessment and develop an intervention plan in agreement with the referred individual. The plan will then be sent to the Chief of Police, or designee, for approval. If both the Chief of Police, or designee, and the referred employee accept the plan, it will be implemented under supervision and review of the *SMD* psychologist. Successful completion of the intervention plan will result in suspension of disciplinary penalty. Employees may refuse referral to the Diversion Program or may withdraw from the program at any time. In either instance, or should the employee fail to complete the program, the disciplinary process will resume from the point of interruption without prejudice. No information obtained on a confidential basis during assessment and intervention may be introduced into

any subsequent hearing. Rights under the Law Enforcement Officer's Bill of Rights will not be abridged.

C. Eligibility
Employees may be considered for referral following completion of an investigation of allegations of misconduct where charges are sustained. Referrals may be made under the following circumstances:

1. The employee has completed entry-level probation.
2. The consequences of the misconduct are minimal to moderate.
3. There is clear evidence of a stress component *in* the behavior and there are existing services which address the employee's needs.
4. The person has not *previously* been referred to the Diversion Program under similar circumstances within a reasonable period of time.

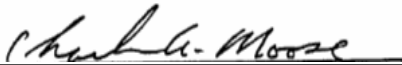
D. Confidentiality
In the Diversion Program, in contrast to the Stress Intervention Program, there is responsibility for reporting back to the Chief of Police on the nature of the employee's need, the components of the intervention, and the success of the employee in meeting the requirements of the intervention program. This is necessary because the Chief is suspending traditional disciplinary processes for referral to the Diversion Program and must be assured that the program will effectively address the management problem necessitating the proposed discipline. The Chief of Police, or designee (rank of *assistant chief of police*), may examine the program contract, all Interim Progress Reports, and the final report. However, these materials will be housed in *SMD* and may not be inspected by any other individuals without the client's written permission. The final report to the Chief, to be housed with other Internal Affairs materials but not in personnel files, will consist of a simple statement of successful completion or non-completion, and will not contain personal information.

E. Cost/Leave
Assessment and preparation of the intervention contract, as well as follow-up, are provided at no cost by *SMD*. If psychological testing is necessary as a part of the assessment procedure, the officer will be required to pay any costs. The employee must also pay for services provided by community resources. Consideration will be given to the insurance coverage of the employee in selecting providers. Employees are expected to complete Diversion Program activities during off-duty time or during annual or sick leave.

VI. Proponent Unit: Stress Management *Division*

VII. Cancellation

*This department directive cancels Function Code
223, dated 10-09-98.*

A handwritten signature in cursive script, reading "Charles A. Moose", positioned above a horizontal line.

Charles A. Moose, Ph.D.
Chief of Police